

TimeClock Plus - Frequently Asked Questions (FAQ)

This FAQ list is a supplemental aid to the training resources made available on the Oberlin College Department of Human Resources website. This is a living document and will receive updates periodically to reflect common questions raised by users as time progresses.

1. *What is TimeClock Plus?*

TimeClock Plus, also known as "TCP", is a third-party computerized time and attendance system. Oberlin College is employing this solution in an effort to do away with paper timekeeping methods and to provide a more efficient, convenient, and accurate service for employees to keep track of their time.

2. *When will we formally have access to the TimeClock Plus system?*

If you are a manager, you may already have a TCP user account provisioned for accessing TCP through the Manager Portal link. The credentials for the Manager Portal are the same as your ObieID and password. If you are unable to see your students, their position may not yet be set up. Please contact Student.Employment@oberlin.edu to follow up on your request.

3. *How do I request assistance on using the TCP system?*

If referencing the TCP training resources page and this FAQ do not address your issue, please feel free to reach out to the email group TimeEntryHelp@oberlin.edu for assistance. Over time and thanks to your efforts, these frequently asked questions will be added to the TCP FAQ page and serve to assist others in our community. So please, don't be shy.

4. *Where are the training materials for TCP?*

The training materials are located in the TimeClock Plus drop-down on the Human Resources website at: <https://www.oberlin.edu/human-resources/compensation-payroll> Bookmark this page for easy reference.

5. *What is the TCP account structure?*

There are two types of accounts in TCP. Managers and Employees. Managers are known as "Users" and are the "Time Approvers" for employees based on their specific jobs as defined in Banner. Anyone who is required to keep time within TCP is known as an "Employee". Employees have access to log time on their specific jobs. A person who acts as a manager but is also required to track their time in TCP will utilize two different accounts-their manager account and their employee account. Managers are responsible for verifying, adjusting, correcting, and approving employee time in adherence to the Payroll Calendar deadlines. For reference, the payroll schedule is accessed in the

"Documents" section of the Compensation/Payroll Human Resources page. Be sure to add it to your bookmarks.

6. *I am a manager. How should I access the TCP system?*

Since Managers have a different account *type* than employees, they may ONLY access the TCP system using the Manager Portal via web browser. The URL is: <https://205110.tcplusondemand.com/app/manager/#/ManagerLogOn/205110>. Be sure to bookmark this URL.

7. *I am an employee. How may I access the TCP system to keep my time?*

Employees may access the TCP system a number of ways. These include using a physical time clock terminal, the WebClock web portal through your computer's web browser, or the Android/iOS TimeClock Plus MobileClock app. The clock profiles associated with the employee's job determine which method of access they are permitted to use.

8. *There may be something wrong with a time clock terminal. What should I do?*

Please don't hesitate to contact TimeEntryHelp@oberlin.edu to report any problems or strange behavior with the time clock in your area.

9. *I am an employee permitted to access WebClock. How do I access the WebClock?*

The URL for the TCP WebClock portal is: <https://205110.tcplusondemand.com/app/webclock/#/EmployeeLogOn/205110/1>. Be sure to bookmark it.

10. *Which Student Jobs will be expected to use TCP?*

All student jobs are expected to use TCP-EXCEPT those employed by Campus Dining Services (CDS) and ResEd. These CDS and ResEd jobs and the time recording process for students working them will continue in the same way as in years past.

11. *As a manager, am I supposed to add or remove my own employees within TCP?*

No. Employees are managed automatically based on their job data in Banner. Managers cannot create or remove employee accounts within TCP. Job and manager access is defined within the Banner System and fed into TCP. If you are missing an employee or cannot administer time approvals for an employee that you are supposed to, reach out to Human Resources to take a look at the employee's Banner data.

12. *If eligible, how do I clock in at a time clock terminal?*

Clocking in at a clock terminal is quite simple and covered in greater detail within the training materials on the Human Resources website. Simply put, you swipe your ID card or enter your T-Number without the T or leading zeroes (ex. T08675309 becomes 8675309), login, then enter your 4 digit PIN when prompted. Upon a successful login, follow the prompts to complete your intended time clock transaction.

13. *Does WebClock also require a PIN?*

Yes. To log in, you may enter your badge number or ID number (T-Number without the T or leading zeroes), advance,-then you are prompted for your PIN.

14. *What is my PIN?*

Your PIN is a 4 digit numerical code used to assist with authenticating into TCP, which is the last 4 digits of your SSN/TIN.

15. *On my mobile device, I have installed the "TimeClock Plus V7 MobileClock" app from the Google Play or Apple App Store. It is prompting me for setup information. What is the setup information that I need to enter into those fields?*

When configuring the MobileClock app upon first use, for the *Desired Scheme* field, choose "HTTPS". On the next screen, in the *Host* field enter, "205110.tcplusondemand.com". For *Port*, enter "443"-hit Next. In the *Namespace* field, enter "205110". When prompted to choose the company, choose the only option shown, ""Oberlin College 1". The final screen will request your Badge/ID Number and then your PIN-enter that last bit of information and you are done. Once you've set up the app and gained access, you will not need to enter this information again. If prompted for location permission within the app, deny the request-as there no need to allow location services for this app. Only one user per device may be configured in the MobileClock app.

16. *I am in TCP and would like a little clarification on a setting or feature. How can I discover this on my own?*

At the right side on each screen within TCP, there is a small box with a question mark in it [?]. Clicking the box will bring up the TCP help documentation pertinent to the page or module you are currently viewing.

17. *I am a manager that will be unavailable to approve time for some period. I need to delegate my employees to an interim time approver. What should I do?*

Contact Human Resources or email TimeEntryHelp@oberlin.edu for assistance.

18. *I have questions regarding the Student Employee Hiring process. Who may I contact?*

Student Employment jobs are handled by the Student Employment Office (SEO). They may be contacted via email at: studemp@oberlin.edu or by phone at: 440-775-8144.